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If you are having problems with your +G Interface, we suggest you try the following before you call our customer service lines:

1. Make sure all of your cables are attached. This includes the small piggy-back connector attached to your data set port on the back of your computer. Make sure the board with the slot in it is to the top when inserting the connector into the computer. The Interface receives its power from the data set port.

2. If you are not sure of the dipswitch settings on the inside of the Interface, there are some simple rules to follow:

- a. If you have a daisy wheel printer, all dipswitches should be open no matter the brand of printer.
- b. If you have a dot matrix, try all the different dipswitch settings we recommend for the other types of printers.

***** ONE HINT: If you have a BMC printer or a Panasonic KXP1090, the dipswitches need to be set the same way as an Epson.

3. Be sure to familiarize yourself with the secondary address codes on page 15 of your manual and what they do.

4. If using a word processor or other packaged software, you may need to Initialize the Interface. This is done by typing in the open statement on page 11 of your appendix of your manual (A11). The open statement reads:

Open 4,4,25: CMD 4: Print "Lock": Print #4: Close 4

If this statement doesn't work, you should try the other secondary address that you find on page 15. The other address can be used in place of the 25 in the open statement. If you are getting double-line feed in either the Smith-Corona printer or the Brother printer, substitute 28 for the 25.

5. If all else fails, READ THE MANUAL!!